



09/137,989

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

In re patent of
Galdes et al
Patent No. 6,177,932
Issued: January 23, 2001
For: Method and apparatus for network-based customer service

Submission of Prior Art Under 37 CFR 1.501

Hon. Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The undersigned herewith submits in the above-identified patent the following prior art which is pertinent and applicable to the patent and is believed to have a bearing on the patentability of at least claim 1 thereof:

Bakoglu et al U.S. 5,983,369 November 9, 1999

The reference discloses an online computer support system strikingly similar to the device of Galdes et al. It is believed that the reference has a bearing on the patentability of at least claim 1 of the Galdes et al patent.

Insofar as claim 1 is concerned, the reference clearly anticipates the claimed subject matter under 35 U.S.C. 102.

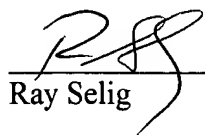
Respectfully submitted,


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Certificate of Service

I hereby certify on this 18th day of May 2011, that a true and correct copy of the forgoing
"Submission of Prior Art" was mailed by first-class mail, postage paid, to:

Galdes et al
c/o HersHKovitz & Associates, LLC
2845 Duke Street
Alexandria VA 22314



Ray Selig



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Galdes et al

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Below is a list of other references which affect one or more of the claims in the patent.

US6859783	US6240417	US6182073	US6138128	US6032184	US5537526	US5442778	US7624028
US7386522	US7305348	US7277867	US7165213	US7143177	US7079176	US7035384	US6983478
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US6725209	US6714976	US6710786	US6707469	US6701352	US6618504	US6609100	US6600749
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